the company whose name was reserved and as the Dean, School of Computer Science, CMU.

Fault Rate of Telephones in Delhi

2619. SHRI RAJNATH SINGH SURYA : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether the fault rate of telephones is increasing in the MTNL, Delhi;

(b) if so, the reasons therefor; and

(c) the steps taken/proposed to be taken for providing quick repair services to customers?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR) : (a) Yes Sir. The average fault rate in MTNL Delhi during 1999-2000 has marginally increased by 0.9% over the previous years.

(b) (i) Large scale construction works for fly-overs.

(ii) Digging on account of setting the Metro-Rail.

(iii) Broken and leaking sewer lines flooding the telephone cable ducts.

(iv) Cable thefts.

(c) The following steps have been taken for the quick rectification of the telephone faults :

(i) All the exchange FRSs (Main and RLUs/RSUs) have been fully computerized except a few FRSs of remote RLUs/RSUs in Area North which are likely to be computerised very soon.

(ii) For quick making over the telephone complaints and promote rectification of faults, the field staff have recently been provided with the pagers.

(iii) Upgradation of external plan is being done to reduce fault rate which will help in faster rectification of faults.

(iv) Motivation and training of staff.